



VISION STATEMENT

"We will establish and maintain an innovative statewide 21st century information technology application that aids child welfare stakeholders in assuring the safety, permanency, and well-being of children at risk of abuse and neglect."

The agile approach to software design and development adopted in November 2015 has fundamentally changed how the Child Welfare Services New System (CWS-NS) Project, hereinafter referred to as "Project", will approach its goal of ensuring the safety, permanency and well-being of California's children. Rather than procuring a single monolithic, one-time solution, we will instead develop and integrate a suite of digital services through which we can deliver continually-improving support and assistance, that will aid state and county workers to effectively engage and assist children and families.

HIGHLIGHTS

On May 22, the CWDS Intake Digital Service presented at the project's monthly solution demonstration, featuring a new screen view of child welfare history that will dramatically improve the way case workers are able to assess dangerous situations for children. The Intake team also achieved another significant technical development, the ability to use the New System to save new records in the legacy database. This the first time the developing application can write to the existing CWS/CMS database, which will continue to serve as the repository for all data in the New System.

Also this month, the Intake Digital Service held a two-day training session for selected county representatives to learn key research methods and usability testing, skills they will take to the field to gather user behavior patterns to help the design process. Guided by user-centered design principles, each digital service works with teams from six counties, designated as Core Counties, to help design the system and inform important decisions.

The Case Management Digital Service this month completed procurement activities for front end development teams for this module, which represents the largest amount of functionality to be replaced in the legacy system.

CWDS stakeholders can now follow the project's weekly progress on new a blog site: <https://blog.cwds.ca.gov>.

KEY PROJECT MILESTONES

Milestone	Baseline Finish Date	Actual Finish Date	Status	Notes
Release 1 (R1)	Mar 2017	03/16/17	Completed	The project reached a major milestone on 3/16/17 with its first release for testing and technical feasibility to a small subset of county users. The Login and Search functionality was made available to the twelve core county participants.
Product Increment 2 (PI-2)	May 2017	May 2017	Completed	CWDS continues to conduct feature development planning sessions in 90 day increments. Product Increment 2 (previously Program Increment) time period covers March-May 2017.
Procure DevOps 1 - DevOps Services Contract	Jun 2017	-	In Progress	The DevOps 1 vendor will provide DevOps services with the existing CWS-NS DevOps Engineering team to support the ongoing development of the CWS-NS. The Request for Offer (RFO) was released to the ADPQ Vendor Pool on 2/6/17. Evaluations are complete and the contract has been awarded. Planned contract execution is 6/20/17.

Milestone	Baseline Finish Date	Actual Finish Date	Status	Notes
Procure Case Management Development Contract	Jul 2017	-	In Progress	The Case Management Development services will design and develop solutions for maintaining case records. The RFO was released to the ADPQ Vendor Pool on 2/7/17. Evaluations are complete and the contract has been awarded. Planned contract execution is 7/3/17.
Procure Technology Platform 3 Contract	Jul 2017	-	In Progress	The Technology Platform 3 services will provide design and development services to extend and enhance the CWS-NS API and provide data access services to legacy and new data stores, common business services (e.g., business rules, workflow), and information exchange interfaces to existing digital services. The RFO was released to the ADPQ Vendor Pool on 2/8/17. Offers were received and are being assessed.
Product Increment 3 (PI-3)	Aug 2017		In Progress	CWDS continues to conduct feature development planning sessions in 90 day increments. Program Increment 3 (previously Program Increment) time period covers June-August 2017..
Procure DevOps 2 - Help Desk Support Contract	Oct 2017	-	In Development	The Help Desk Support services will develop a new Service Desk support model that provides quicker response times to user problems, with clear procedures for whom to contact when a service is unavailable. The RFO was released to California Multiple Award Schedule (CMAS) vendors on 2/3/17. The RFO was cancelled. The project is making revisions to the scope of work in order to re-release a new RFO.
Procure Implementation 2 - Organizational Change Management (OCM) Services Contract	Dec 2017	-	In Development	The OCM Services will assist end users at the state, county, and tribal levels to make the transition from existing legacy to the new CWDS digital service environments. OCM will prepare individuals to successfully adopt and utilize changes to their system functionality and environments. The RFO is in development.
Procure Implementation 2 - Implementation Services Contract	Nov 2017	-	In Development	The Implementation 2 services will prepare counties and tribes for the rollout of at least two Digital Services (CALS and Case Management). The RFO is in development.
Procure Implementation 2 - Training Development Services Contract	Dec 2017	-	In Development	The Training Development Services will develop the required training materials to successfully train the county, state, and tribal CWS agencies for the transition from the current legacy CWS/CMS to the CWS-NS. The RFO is in development.
Procure Implementation 2 - Training Delivery Services Contract	Jan 2018	-	In Development	The Training Delivery Services will provide training to county, State, and Tribal CWS agencies to assist them in making the transition from the current legacy CWS/CMS to the CWS-NS. The required services include providing "Train-the-Trainer" (TTT) services which will provide the knowledge necessary for county trainers to deliver training to other end users. The RFO is in development.

DIGITAL SERVICE UPDATE

Digital Service	Progress to Date
The Intake digital service will provide county Child Welfare Agencies an easy to navigate and efficient way to record and access information regarding child abuse, neglect, exploitation allegations, investigative findings and outcomes.	<ul style="list-style-type: none"> Completed Usability Testing on existing functionality in Fresno, Yolo, Butte, LA and Ventura. Trained Core County representatives on conducting Usability Testing within their own and regional counties. Held collaborative working sessions with Core County representatives at CWDS. Developing New System (NS) features: <ul style="list-style-type: none"> Screening History of Involvement Expanded Demographics of individuals in NS Language, Middle Name Save a referral, version 1 with errors Save a referral, version 2 saving to legacy (CWS/CMS) tables
The Certification, Approval and Licensing Services (CALS) digital service will provide state and county licensing and approval staff and managers with a simple and efficient tool for facility licensing, certifying and resource family home approval.	<ul style="list-style-type: none"> Developed a set of facility/home search and profile features for including mock Licensing Information System (LIS), Field Automation System (FAS), CWS/CMS data, complaint history, and children in care for facilities/homes in LIS, and provided to Core Counties and Core Constituents for review and feedback. Confirmed ability to connect directly to LIS, FAS, and CWS/CMS for retrieving and presenting data from those systems. Initiated research and design work on Resource Family Approval application process and forms, including meetings with Continuum of Care Reform and Resource Family Approval Program policy makers.
The Case Management digital service will provide county Child Welfare Agencies a comprehensive, automated case management system that fully supports the child welfare practices and incorporates the functional requirements mandated by federal regulations.	<ul style="list-style-type: none"> Completed procurement activities and selection for the front end development teams for case management.
The Resource Management digital service will provide caseworkers a single, integrated database to search for goods or services that have been purchased or contracted out so clients can receive proper assistance in the most efficient and effective manner.	<ul style="list-style-type: none"> Pending
The Court Processing digital service will enable CWDS to exchange data with court systems.	<ul style="list-style-type: none"> Pending
The Eligibility digital service will provide an automated solution to determine Title IV-E eligibility.	<ul style="list-style-type: none"> Pending
The Financial Management digital services will provide an automated solution necessary to ensure accurate and timely financial record and transaction authorization, processing and reconciliation.	<ul style="list-style-type: none"> Pending
The Administration digital service addresses the overall business organizational structure, staff management, and supporting tools, including forms and reports. This service manages state and county staff work and outcome measures that support California's Child Welfare program. Counties administer their own users and roles via a super-user capability.	<ul style="list-style-type: none"> Pending

TECHNICAL SERVICES UPDATE

Technical Service	Progress to Date
The Technology Platform digital service encompasses the delivery of system software, security, cloud-based technical infrastructure, and communications infrastructure to support all CWDS digital services. The API digital service will also establish development, continuous integration, and testing standards for all other digital service teams to follow.	<ul style="list-style-type: none"> Demonstrated first draft of screening as a referral in the legacy system using the functionality of the Intake application. Demonstrated Data for History of Involvement feature to the Intake interface. Provided Data for relationships to the Intake interface. Added security capability to filter search results. Onboarded new Search team, and separation of search functionality from the rest of the application is underway.

STAFFING VACANCY

Current Vacancy Rate: 17 %

Current Vacancies: 23 of 137 CWDS positions (includes consultant positions)

Entity	Classification/Title	Date Vacant	FFD	# of Days Vacant	Efforts / Notes
OSI-PMO	Staff Information Systems Analyst	3/5/2017	TBD	52	Duty statement in review.
OSI-DevOps Engineering	Systems Software Specialist II	04/01/16	6/1/17	425	Position is currently advertised.
OSI-Legacy Budget and Reporting	Senior Information Systems Specialist	04/01/16	TBD	425	Hiring manager is reviewing applications.
OSI-Legacy Application Design	Data Processing Manager I	06/01/16	TBD	364	Submitted request to reclassify position.
OSI-Legacy Web	Associate Programmer Analyst	07/25/16	Until filled	310	eligibility job offer has been made..
OSI-Legacy Web	Student Assistant	09/01/16	Until filled	272	Recruitment has been cancelled.
CDSS-Business Services	Office Technician	09/30/16	01/23/17	243	Readvertising position.
OSI-Stakeholder Communications	Staff Information Systems Analyst	12/01/16	TBD	181	Hiring manager is reviewing applications.
OSI-Legacy	Senior Information Systems Analyst	1/11/17	TBD	140	Hiring package submitted to HR for review.
OSI-Legacy	Data Processing Manager III	1/17/17	TBD	134	Revising job announcement.
OSI-Legacy	Data Processing Manager IV	1/30/17	TBD	121	Hiring manager reviewing applications.
OSI-Legacy	Career Executive Assignment	1/9/17	TBD	142	Interviews are being scheduled and conducted.
OSI-Legacy Budget and Reporting	Associate Governmental Program Analyst	4/29/17	TBD	32	Duty statement in review.
OSI-Project Management	Senior Information Systems Analyst	5/17/17	TBD	14	Duty statement in review.
OSI-Legacy Testing	Staff Information Systems Analyst	4/1/17	TBD	60	Duty statement in review.
OSI-Legacy Testing	Staff Information Systems Analyst	3/2/17	TBD	90	Duty statement in review.
CDSS-Communications	Associate Governmental Program Analyst	07/18/16	2/21/17	302	Position was filled effective 5/17/17.
CDSS-Program/Policy	SSC III	10/15/16	TBD	228	Project responding to inquiry from Department of Finance (DOF).
CDSS-Business Services	Associate Governmental Program Analyst	11/01/16	TBD	211	Hiring manager is reviewing applications.
CDSS-CALS	Staff Services Manager II / Performance Analyst	11/23/16	TBD	189	Project responding to inquiry from DOF.
CDSS-Budget/Reporting	Staff Services Manager I	12/31/16	TBD	151	Developing recruitment package.
CDSS-Budget/Reporting	Associate Governmental Program Analyst	5/11/17	TBD	20	Duty statement in review.
CDSS-Business Services	Office Technician	5/17/17	TBD	14	Duty statement in review.
CWDA-29	County Consultant/Social Services-Foster Care/Eligibility	07/01/16	Until filled	301	No viable candidates from interviews. Continuing recruitment efforts.

RISKS

For this reporting period, there is currently one (1) high priority risk to report.

Risk	Impact	Response Plan
As a result of the Agile development approach, business flows have been interrupted and require data to be entered into two systems. This interruption promotes the potential for imposing barriers to accessing and recording comprehensive data.	<p>The bifurcation of data entry between CWS-NS and CWS/CMS presents challenges to county processes designed to ensure high practice standards.</p> <ol style="list-style-type: none"> 1. Business documentation critical to child welfare practice must encompass feature sets that reside entirely in one system in order to eliminate the need to modify business processes to accommodate parallel systems. 2. Requiring social workers to toggle back and forth and sign on and potentially re-sign on to each system. 3. Challenges to data quality as it increases the possibility for data entry errors resulting in data loss and/or incomplete processes. 4. User will not be able to access or enter critical information. 	<p>Service Managers need to ensure that the MVP includes logical break points that do not split feature sets and allows for a complete process to reside in one system. We recommend we mitigate the risk by doing the following:</p> <ol style="list-style-type: none"> 1. Each feature set is not split and remains intact in one single system. 2. Service Managers are to ensure that the MVP includes logical break points that do not split feature sets. 3. Providing the functionality within a feature set to allow a social worker to complete an entire workflow within one system to eliminate data integrity concerns. 4. Therefore, it is imperative that feature sets are not split and remain intact in one single system.

ISSUES

For this reporting period, there are currently two (2) high priority issues being tracked and managed on the project.

Issue	Impact	Next Steps
Flexible (agile) digital services completion dates may limit or delay the ability of the users to prepare for the new functionality from an OCM, training and implementation readiness perspective	Users may not have adequate time to prepare for or execute OCM, training, and implementation activities. This may result in users delaying the adoption of digital services functionality. This may also increase the number of users needing support within a given timeframe, potentially exceeding the implementation team's ability to provide concurrent support to users while they transition from CWS/CMS to the Intake Digital Service.	<p>CWDS project mitigation options include:</p> <ol style="list-style-type: none"> 1. Estimated dates for delivery of Hotline and Investigations have been established. 2. Implementation changes the model of delivering implementation services (contract modification). 3. Delay start of implementation services until full Hotline and Investigations functionality has been developed and identified as ready to release to the Orgs. 4. Intake Implementation contract terms and conditions are updated to reflect the project's change in strategy.
CWS-NS Implementation Advance Planning Document (IAPD) does not describe a Comprehensive Child Welfare Information System (CCWIS) compliant Title IV-E Eligibility determination process.	If the State chooses not to describe or become CCWIS compliant, the CWS-NS project will receive a reduced level of Federal funding as a non-CCWIS project.	<p>The State is taking the following steps with the intent to become CCWIS compliant:</p> <ol style="list-style-type: none"> 1. Formed a state/county workgroup comprised of CWS-NS project team members, Office of Systems (OSI) Consortium Management Unit (CMU), Leader Replacement System (LRS), Consortium IV (C-IV), California Work Opportunity and Responsibility to Kids Information Network (CalWIN), and affected counties. 2. A project charter document has been developed which outlines the plan for development and implementation of a single, statewide foster care eligibility determination (FCED) service, to be consumed by all public workers performing foster care eligibility determinations. It was reviewed by key stakeholders, and approved by CWDS, CWDA, and leaders of the consortia operating automated welfare systems. 3. The state has engaged the federal Administration for Children, Youth and Families regarding the FCED proposal; this engagement is expected to culminate in a plan that is eligible for federal approval and investment in federal fiscal year 2018.

BUDGET/EXPENDITURES

CWDS FY 2016-17 Projections Summary As of June 5, 2017

CWDS FY 2016-17 Summary Comparison of Budget Authority to Expenditures							
Budget Item	Budget Authority (A)	Expenditures				Unexpended	
		Total Actual YTD (B)	Projected (C)	Total (D) = (B) + (C)	Utilization Rate (E) = (D)/(A)	Total (F) = (A) - (D)	Utilization Rate (G) = (F)/(A)
Staff (Salaries and Benefits)	\$ 7,275,117	\$ 4,796,313	\$ 1,281,078	\$ 6,077,391	83.54%	\$ 1,197,726	16.46%
Hardware Purchase	\$ -	\$ -	\$ -	\$ -	0.00%	\$ -	0.00%
Software Purchase/License	\$ 874,000	\$ 719,911	\$ 291,644	\$ 1,011,555	115.74%	\$ (137,555)	-15.74%
Telecommunications	\$ 2,000	\$ 5,520	\$ -	\$ 5,520	276.00%	\$ (3,520)	-176.00%
Contract Services	\$ 27,462,568	\$ 9,434,278	\$ 4,944,796	\$ 14,379,074	52.36%	\$ 13,083,494	47.64%
Data Center Services	\$ 1,153,516	\$ 344,447	\$ 576,449	\$ 920,896	79.83%	\$ 232,620	20.17%
Agency Facilities	\$ 3,754,545	\$ 1,229,368	\$ 2,527,432	\$ 3,756,800	100.06%	\$ (2,255)	-0.06%
Other	\$ 17,933,121	\$ 2,131,174	\$ 11,545,158	\$ 13,676,332	76.26%	\$ 4,256,789	23.74%
Total	\$ 58,454,867	\$ 18,661,011	\$ 21,166,557	\$ 39,827,568	68.13%	\$ 18,627,299	31.87%

Note: Expenditures may not be all inclusive due to the delay in receiving financial reports from FI\$Cal. Financial reports from FI\$Cal have not been received for FY 2016/17.